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1. What is Smart Download?

SmartDownload is a service from Netscape Netcenter designed to assist you with downloading

files from the Internet. Key features of SmartDownload are its ability to pause and resume downloads, recover from a dropped Internet connection, and show informative content from Netcenter while downloading.

2. Tell me more about SmartDownload.

SmartDownload has two components. The first is the SmartDownload Client. This feature displays the status of your download and gives you access to controls to pause, resume, and cancel it. SmartDownload comes pre configured so you can use it right away. SmartDownload also has Advanced options so you change its default settings. The second component of SmartDownload is the InfoBrowser. The InfoBrowser offers tips & tricks, tutorials, and information about Netscape services

3. How do I use SmartDownload?

After you install SmartDownload, it will automatically activate itself when you download an .EXE, .ZIP or any file type you specify (versions 1.1 and 1.2 only support .EXE and .ZIP files). You can pause your download if you need to use the phone line or if you simply want to finish the download at a later time. When you want to finish your download, just click the Resume button. During the download, you can browse through the information being offered through the InfoBrowser.

4. I was disconnected from my ISP during a download. Now what?

If you lost your modem connection during a download, SmartDownload can help. SmartDownload will detect the loss of connection and automatically pause your download. Simply reconnect to your ISP. Once reconnected, click the Resume button on the SmartDownload Client to resume the download from where you left off.

5. What happens if I lose my connection to a server while downloading a file?

If the server disconnects from SmartDownload but the Internet connection is still up, SmartDownload automatically reconnects and restarts the download process. If the server is busy or is not available, SmartDownload will ask you if you want to continue trying to connect to the server.

6. Why can't I pause and resume on some of my downloads?

The SmartDownload pause/resume feature works only when you download a file from a server that supports resumeable downloads. Most servers on the Net support resumeable downloads, but some older servers may not.

7. What information does SmartDownload use?

Like other advertising-based web software, the current version of SmartDownload transfers certain technical information to Netscape concerning your version of SmartDownload, your type of operating system, and any Netscape cookies. Netscape may use this information to, among other things, improve the SmartDownload software, better understand how our users as a group use SmartDownload, and offer SmartDownload upgrades.

Older versions of SmartDownload automatically transfer certain additional information (including information about your computer and the URL of the file you are downloading) to Netscape; however, we have never used or accessed any of that information and do not plan to do so in the future.

8. Can I use SmartDownload to download files at other web sites?

Yes. SmartDownload is designed to work with all FTP and HTTP servers.

9. How do I get SmartDownload?

You can get SmartDownload in two ways. If you download Communicator from Netscape, you'll be given an option to get SmartDownload. Or you can download SmartDownload separately. After you download SmartDownload, just double-click the file to install it.

10. Does SmartDownload support proxies?

Yes, SmartDownload automatically picks up the right proxy settings from the current browser. Both CERN and SOCKS proxies are supported.

11. Will SmartDownload work with Microsoft Internet Explorer?

SmartDownload version 1.1 and 1.2 can only be accessed from the Netscape browser. Version 1.3 and above, however, can be used from either Internet Explorer or the Netscape browser.

12. Can I get SmartDownload for my Macintosh?

SmartDownload is currently available only for Windows 95/98/NT. Future versions will include an enhanced SmartDownload designed specifically for the Mac OS.

13. How can I customize SmartDownload settings?

To customize SmartDownload, click the Advanced button while SmartDownload is running. Here you can customize several SmartDownload settings, including the default file types.

14. Where does SmartDownload save downloaded files?

SmartDownload will automatically save your files to the directory C:\My Download Files. You can change this default directory by clicking the Advanced button, opening the Advanced tab, and choosing a different directory. Your changes will take effect the next time you download.

15. Do I have to use the default download location every time?

You can set your SmartDownload preferences to ask you where to save the download file for each download. Click the Advanced button and select the Advanced tab. Check "Ask for location before every download." Your changes will take effect the next time you use SmartDownload (Not available for versions 1.1 and 1.2).

16. How can I change SmartDownload timeout and retry settings?

You may live in an area where slow connections to servers are common. SmartDownload can help here also. You can change the default settings for timeout and retry to ensure that you have more time to make a connection to the server. Click the Advanced button and increase the timeout and retry times. Your changes will take effect the next time you use SmartDownload.

17. Can I use SmartDownload for more than .EXE and .ZIP files?

.EXE and .ZIP files are the default file types downloaded by SmartDownload, however, you can set SmartDownload to launch for as many file types as you wish. Click the Advanced button and select the File Types tab. Add as many file types as you would like such as .MP3, .PDF, .DOC, .XLS, etc. (Not available for versions 1.1 and 1.2).

18. Can I save a partial download to resume later?

SmartDownload will allow you to save a partial download that can be resumed at any time. If you attempt to close the client window or cancel a download before completion, you will be asked if you would like to save the partial download. If you say yes the partially downloaded file will be saved with a .RESUME extension. When you decide to finish the download, locate and double click the file to resume where you left off (Not available for versions 1.1 and 1.2).

19. How can I make SmartDownload my default download manager?

When you install SmartDownload, it will automatically be set to handle downloads for .EXE, ZIP and any other file types you specify (versions 1.1 and 1.2 only support .EXE and .ZIP files). If you already have a tool set to handle these files, you will be presented with an option to make SmartDownload your default download manager.

20. A Windows error message appeared while I was downloading a file, and I had to reboot my computer. Can I still resume my download?

Version 1.3 and above of SmartDownload will enable you to recover from most system crashes as well as dropped modem connections.

21. I can't seem to close the InfoBrowser.

InfoBrowser is part of the SmartDownload experience and is designed to deliver customized information to you while you are downloading. InfoBrowser can only be closed after the download is complete.

22. Can I still use SmartDownload if I already have another download manager installed?

Yes. SmartDownload has been tested with and designed to coexist with other download managers. If you are having problems, try deactivating the other download managers to troubleshoot the problem.

23. I received the error message Unexpected error code (10049) when SmartDownload started. What do I do?

This is a known problem that occurs with certain proxy settings. We are working to resolve the problem and will have a solution soon. In the meantime, you can avoid getting this error message by doing the following: Choose Preferences, on Communicator/Navigator's Edit menu, and select Advanced and then Proxies. For the Manual Proxy Configuration setting, leave blank the proxy-server address field labeled Security.

24. How can I disable SmartDownload?

To disable SmartDownload, click the Windows Start menu, select programs, Netscape SmartDownload and Disable.

25. How can I uninstall SmartDownload?

To uninstall SmartDownload, use the Windows Control Panel's Add/Remove Programs option. The change will take effect after you restart your browser.

26. I really enjoy using SmartDownload. Can I make some suggestions for future versions of SmartDownload?

Technical Overview

Type	Support
Operating System	<ul style="list-style-type: none">• Windows 95/98/NT 4.0/2000/ME
Browser	<ul style="list-style-type: none">• Navigator 3.x• Communicator/Navigator 4.x• Internet Explorer 4.x and above (not supported by SmartDownload versions 1.1 and 1.2)
Protocols Supported	<ul style="list-style-type: none">• FTP• HTTP
File Type	<ul style="list-style-type: none">• *.EXE (FTP only, HTTP support coming soon)• *.ZIP• *.IDP• Any other file types you specify such as .MP3, .PDF, .DOC, .XLS, etc. (versions 1.1 and 1.2 only support .EXE, .ZIP and .IDP files)

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Enter Web Address:

All



Take Me Back

[Adv. Search](#)Searched for <http://wp.netscape.com/computing/download/smartdownload>

6 Results

* denotes when site was updated.

Search Results for Jan 01, 1996 - Mar 17, 2005

1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
0 pages	0 pages	0 pages	0 pages	0 pages	0 pages	2 pages	4 pages	0 pages	0 pages
						Oct 06, 2002 *	Feb 07, 2003		
						Dec 17, 2002	Apr 03, 2003		
							Jul 11, 2003		
							Aug 14, 2003		

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